

Appendix 1

Factor Output

Factor No. (Variance Explained)	Factor Title	Variable Included	Factor Loading	Cronbach's α
F1 (35.64)	User Interface	Information availability	0.708	0.849
		Active admin supervision	0.785	
		user friendly	0.692	
		Facilitating activities	0.606	
		Customized and IT features	0.763	
		Advanced IT features	0.520	
F2 (8.69)	IT Infrastructure	Authenticated profiles	0.545	0.796
		e-commerce services	0.657	
		Content and Dedicated Collaboration	0.744	
		Storing and Sharing information	0.708	
		System facilitator	0.644	
F3 (6.61)	Service Offering	Consult and information sharing	0.735	0.762
		Gain knowledge	0.802	
		Healthcare offering	0.475	
		Additional service	0.490	
F4 (6.31)	Information Credibility	Robust policy	0.643	0.657

(*Continued*)

Factor No. (Variance Explained)	Factor Title	Variable Included	Factor Loading	Cronbach's α
		Information credibility	0.756	
		Secured and Transparent	0.627	

Note: Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization. Rotation converged in 7 iterations.